Health Services
LOS ANGELES COUNTY

Los Angeles County
Board of Supervisors

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Second District

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Third District

Don Knabe
Fourth District

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Fifth District

Mitchell H. Katz, M.D.
Director

Hal F. Yee, Jr., M.D., Ph.D.
Chief Medical Officer

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www.dhs.lacounty.gov

To ensure access to high-quality, patient-centered, cost-effective health care to Los Angeles County residents through direct services at DHS facilities and through collaboration with community and university partners.

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October 6, 2015

TO: Mayor Michael D. Antonovich
             Supervisor Hilda L. Solis
             Supervisor Mark Ridley-Thomas
             Supervisor Sheila Kuehl
             Supervisor Don Knabe

FROM: Mitchell H. Katz, M.D.
             Director

SUBJECT: **STEPS REQUIRED TO SUCCESSFULLY ADAPT THE DEPARTMENT OF HEALTH SERVICES AND LOS ANGELES COUNTY FOR THE AFFORDABLE CARE ACT**

As requested by the Board at the meeting of December 4, 2012, the following report is an update on various issues relating to the County's implementation of the Affordable Care Act (ACA). At its meeting on November 5, 2013, the Board instructed the Director of the Department of Health Services (DHS) to continue to report to the Board on a monthly basis on the implementation of the ACA; and at its meeting on April 7, 2015, the Board requested a report on a quarterly basis.

UPDATE

As detailed in the attachment, DHS continues to make progress on key initiatives and operational changes that will prepare our health system to succeed under the ACA.

As always, I welcome your suggestions and feedback on the dashboard report, which we will continue to modify and improve in successive iterations. If you have any questions or need additional information, please contact me at (213) 240-8101.

MHK:css

Attachment

c: Chief Executive Office
        County Counsel
        Executive Office, Board of Supervisors
        Department of Public Social Services
        Department of Public Health
        Department of Mental Health

Status Report on Implementation of the Affordable Care Act (ACA)
October 6, 2015

Mitchell H. Katz, M.D.	Cynthia A. Harding, M.P.H.	Robin Kay, Ph.D.
Director	Interim Director	Chief Deputy
Los Angeles County Department of Health Services	Los Angeles County Department of Public Health	Los Angeles County Department of Mental Health

20 Months After Medicaid Expansion Under Affordable Care Act

- Implementation of the ACA is benefiting all of LA County

- County Departments Working Together to Implement ACA

- Increased Collaboration Results in Better Population Health, Behavorial Health, and Patient Care for Families and Individuals
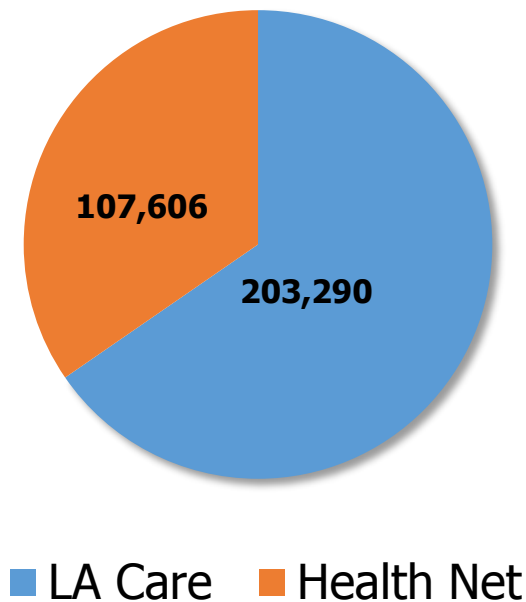
- Continue to work closely with our key partner DPSS

Enrollment & Outreach

DHS Medi-Cal Managed Care Enrollment (as of September 2015)

Total Enrollment n = 310,896

Pie chart:
- LA Care: 203,290
- Health Net: 107,606

Gender breakdown
- Male: 54%
- Female: 46%

Age breakdown
- 0-18: 15%
- 19-64: 83%
- 65+: 2%

Distribution of DHS enrollment (LA Care[1])
- Prior DHS affiliation/family link: 29%
- Choice without prior DHS affiliation: 7%
- Assigned: 64%

1. Data from Health Net on type of enrollment not available

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Update on My Health LA

The My Health LA program is a partnership with over 180 Community Partner clinic sites across LA County. As of August 31, 2015, there were 131,086* enrolled in the program.

MHLA Enrollment by Supervisorial District

- 1st District — 28%
- 2nd District — 35%
- 3rd District — 18%
- 4th District — 12%
- 5th District — 8%
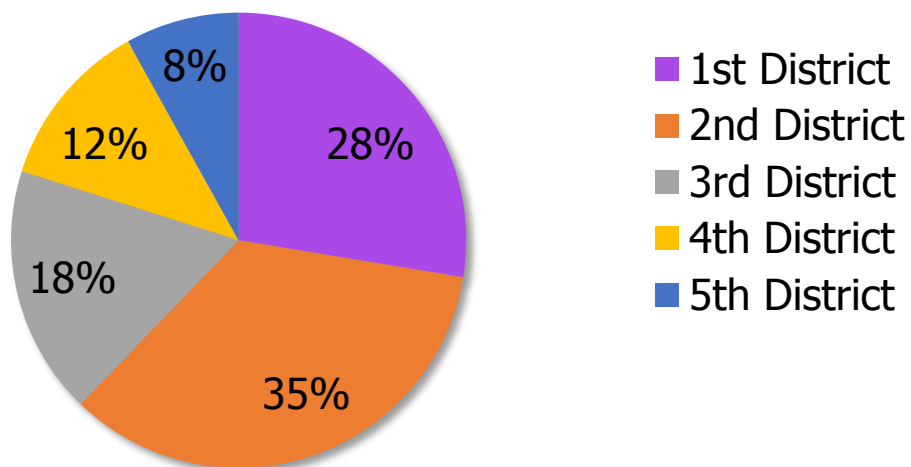
*114,938 as of May 31, 2015 (July 7, 2015 presentation)

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Covered CA Update

Statewide

- As of May 2015, Covered California has served more than <u>1.8 million</u> consumers since 2014.
- Open Enrollment period is now closed, however, individuals can enroll if they have a life changing event.
- Open enrollment will re-open on November 1, 2015.

Los Angeles County			
First Open Enrollment Period	**Percentage of Total CA Enrollment**	**Second Open Enrollment Period**	**Percentage of Total CA Enrollment**
400,889	28.7%	143,895	29.1%

Sources: Covered California press release dated 05/21/15 and http://hbex.coveredca.com/data-research/

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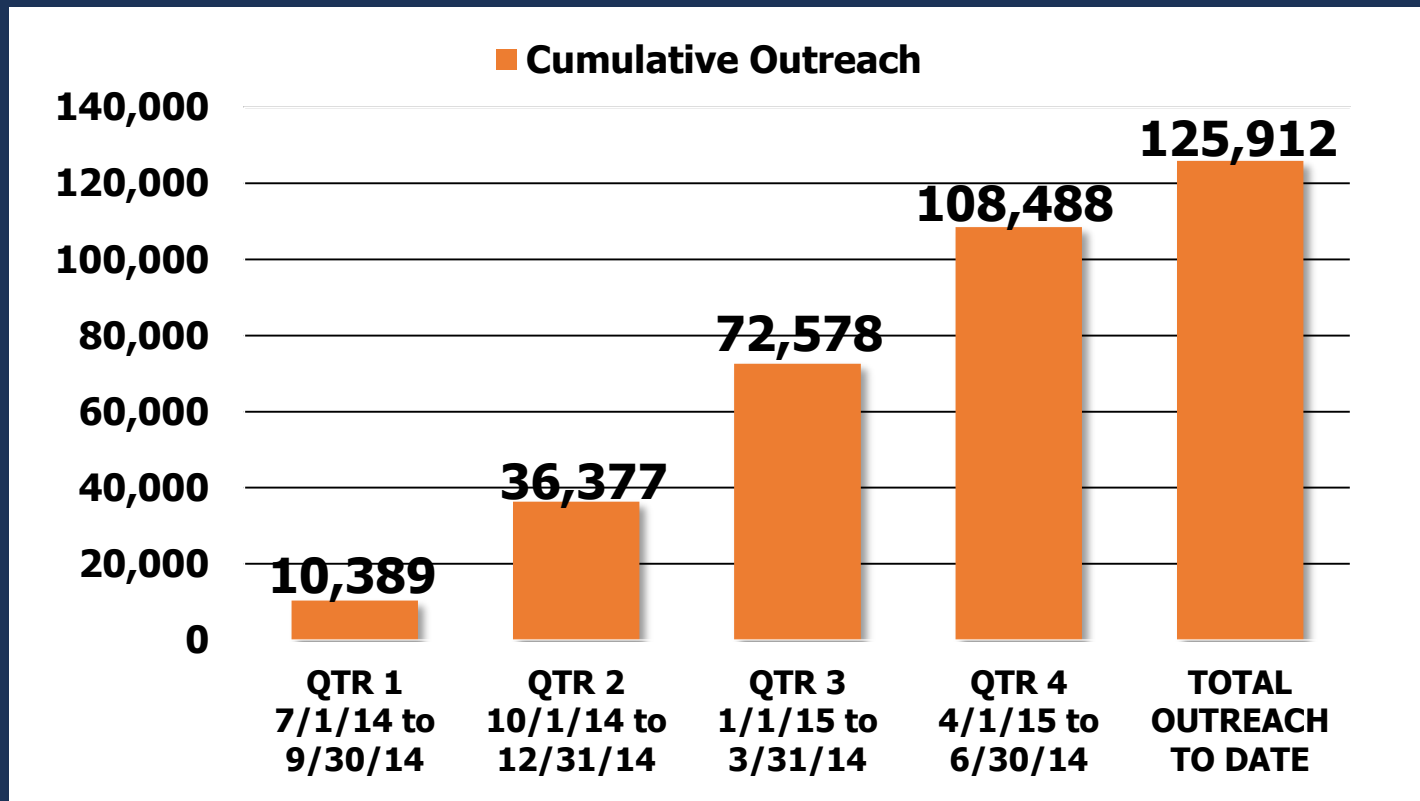# Medi-Cal Outreach, Enrollment & Retention Projects

- DHCS Medi-Cal Outreach and Enrollment Grant (AB 82)

- DHCS Medi-Cal Renewal Assistance Grant (SB 18)

- Medi-Cal for All Income-Eligible Children (SB 75)
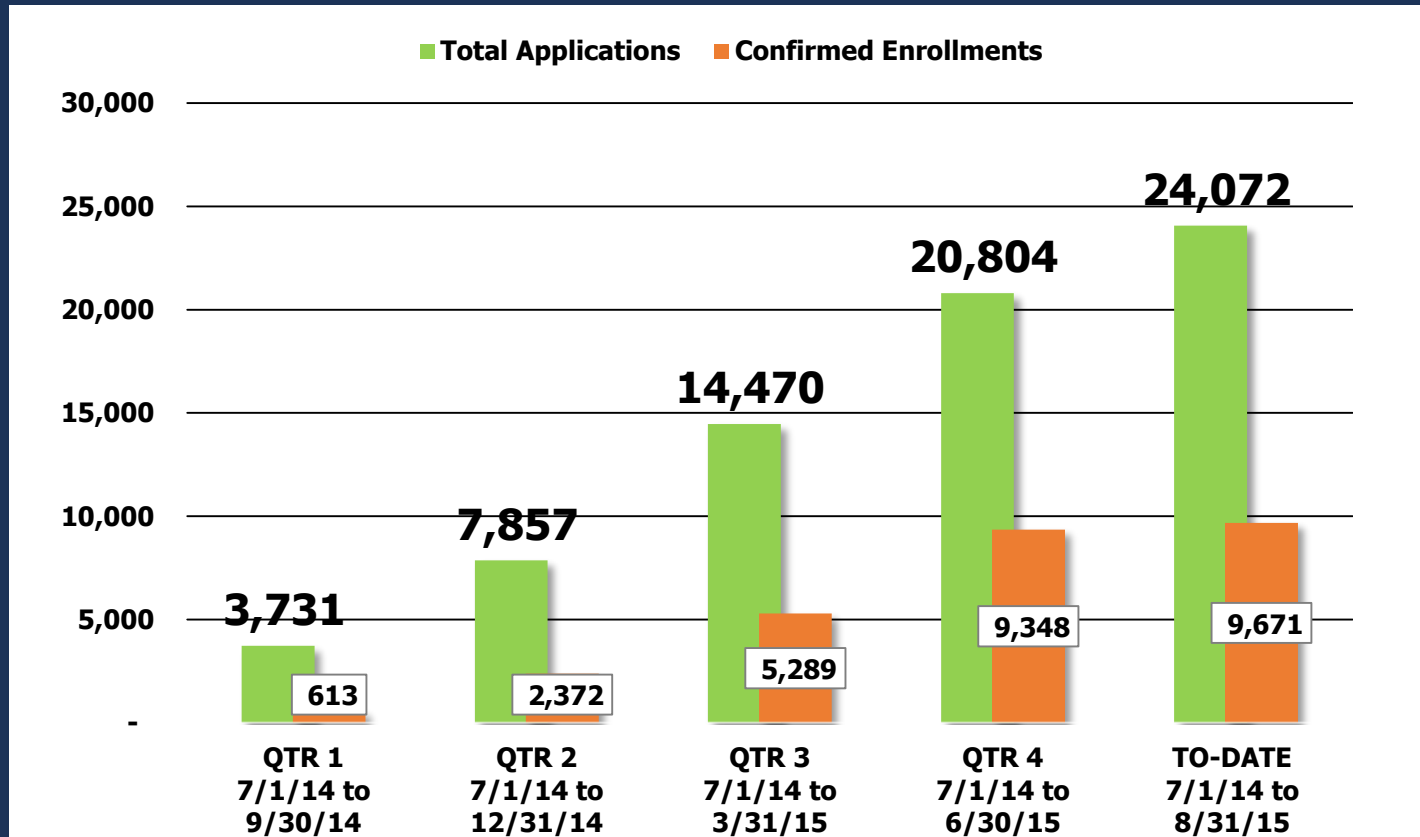
Service Delivery & Integrated Health
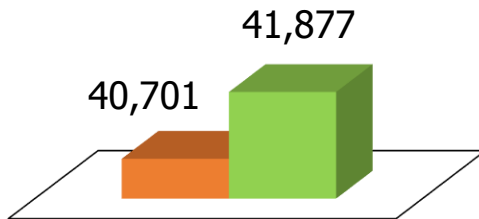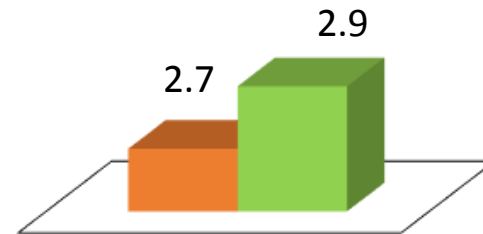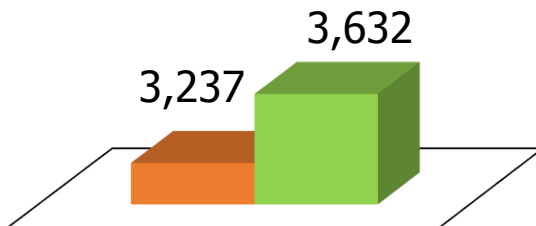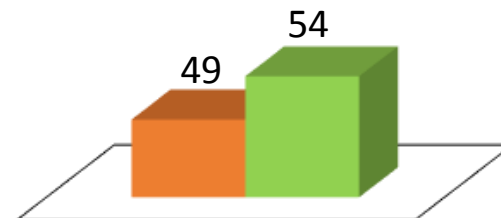
DHS Empanelment by Facility
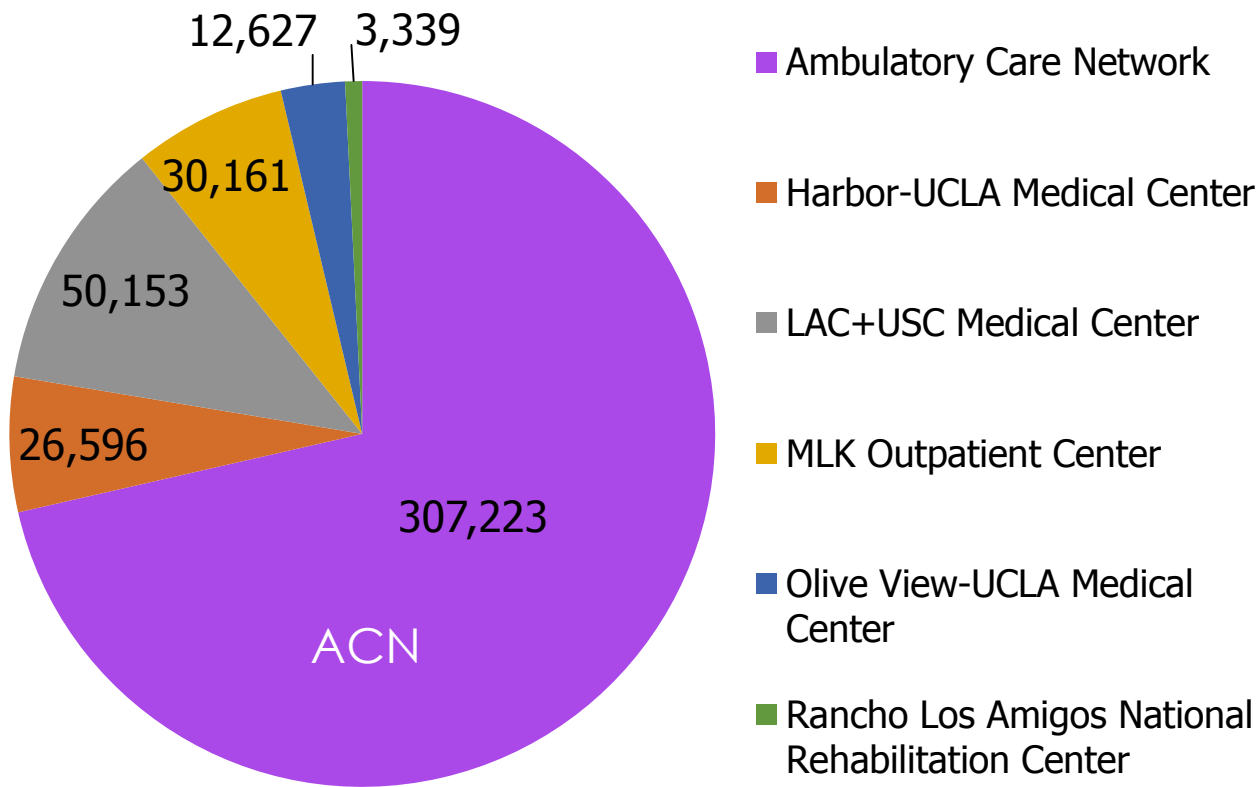
435,466 patients have been empaneled as of August 2015

ACA: Parity for Substance Use Disorder Treatment

Aug 2015

CMS approved DHCS' DMC-ODS Waiver Standard Terms and Conditions

Sept 2015

DPH-SAPC completed initial stakeholder input process

Oct 2015

Finalize plan & recommend to Board of Supervisors to opt in to State's DMC-ODS Waiver

Spring 2016

Finalize LA County participation and initiate launch of new services

ACA: Opportunities for Reimbursement of Patient Care

Revenue Generation/ Billing for Services	Partnering with DHS on billing services utilizing DHS billing contractors
	Pilot for TB Direct Observed Therapy established billing pathway with Medi-Cal
	Targeted Case Management Pilot plans for training of DPHNs across CHS by 12/2016
Electronic Health Records (EHR)	DPH joined the ORCHID oversight committee
	Initial ORCHID rollout in late 2016
Co-location of Primary Care in Health Centers	Established DPH/DHS workgroup to identify sites and develop implementation plan
	5 initial sites identified and planning is underway

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DMH Service Capacity & Access

Referrals from Medi-Cal Managed Care Plans for Urgent Appointments

Total Number of Urgent Referrals per Month
September 2014 – August 2015
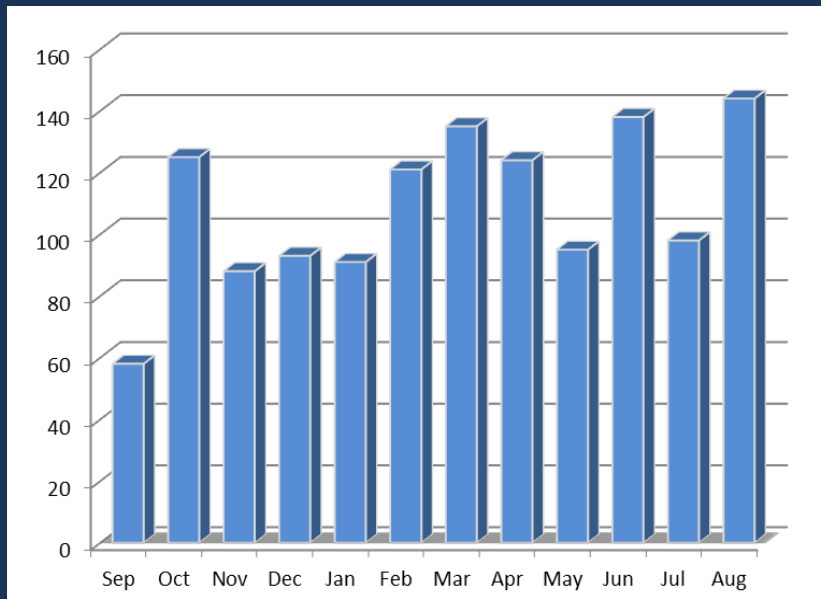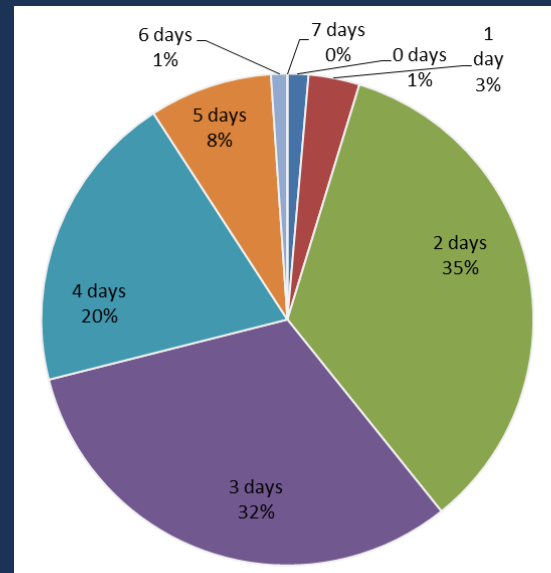
Number of Days from Referral to Initial Appointment
September 2014 - August 2015

99% scheduled within 5 business days

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Organizing Service Delivery: Health Neighborhoods
FY 2014-2015 Accomplishments

Health Neighborhood Participating Providers Across all Health Neighborhoods

- Health **23**
- SUD* **16**
- Public Health **5**
- Mental Health **78**
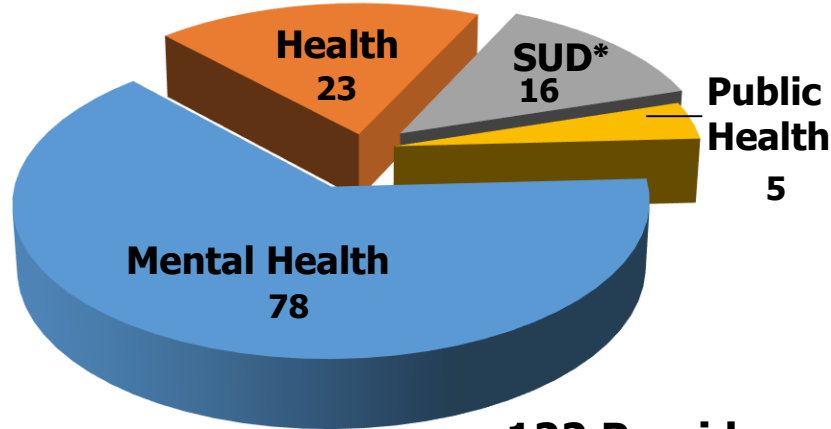
122 Providers

*Substance Use Disorder (SUD)

- Seven signed MOUs
- Mental Health First Aid Trainings across diverse agencies
- Four community-based conferences
- Partnerships with county departments and community initiatives
- Expansion of Health Neighborhood participation beyond service providers

FY 2015-2016 Goals

Moving Forward!

- Implement additional Health Neighborhoods
- Raise/develop trainings on common chronic medical conditions found across age span
- Develop best practices regarding care coordination
- Diversify participation in Health Neighborhoods

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Integrated Care Initiatives: DMH-DHS Collaboration Programs

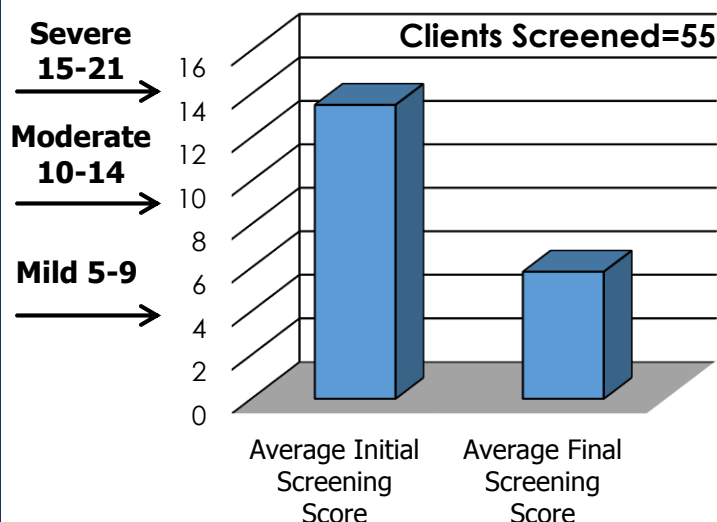|		
Co-located programs at DHS health centers, utilizing short-term evidence-based practices	Targets "Tier II" adult clients, with mental health diagnoses such as depressive disorder or anxiety disorder	Provides treatment to individuals who face challenges accessing mental health services due to discomfort or stigma associated with traditional mental health settings

**Aggregate Anxiety Scores[+*]
FY 2013-2014**

Clients Screened=55

Severe 15-21 →

Moderate 10-14 →

Mild 5-9 →

(Bar chart: Average Initial Screening Score ≈ 14, Average Final Screening Score ≈ 6; vertical axis 0–16)

Aggregate Depression Scores[+]
FY 2013-2014**

Clients Screened=117

Moderately Severe 15-19 →

Moderate 10-14 →

Mild 5-9 →

(Bar chart: Average Initial Screening Score ≈ 17, Average Final Screening Score ≈ 6; vertical axis 0–18)
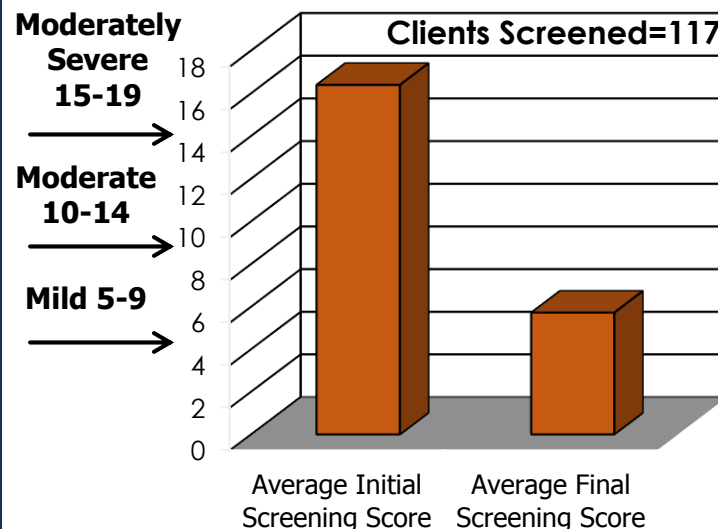
[+]Only includes scores for which initial & final screening recorded
*Screening tool is the GAD-7
**Screening tool is the PHQ-9. "Severe" range on the PHQ-9 tool is 20-27 (not shown.)

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Integrated Care Initiatives: CARE Clinics

One-stop, centralized mental health and SUD treatment, and linkage to physical health care for every client seeking a medication appointment, provided by a multi-disciplinary CARE Clinic Team.

CARE Clinic Team

- Case Manager
- Psychiatrist
- Social Worker
- Client
- Health Navigator
- Nurse

The CARE Clinic program was the recipient of the 2014 CSAC Challenge Award.

CARE Clinics are operational at **10** DMH clinics.

Goals

1. Increased linkage with primary care
2. Better utilization due to decreased no-shows
3. Decrease in psychiatric hospitalizations

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Integrated Care Initiatives: Integrated Mobile Health Teams (IMHT)

The Program

Target Population: highly vulnerable chronically homeless individuals with co-morbid conditions

The Team: mental health, physical health, and substance abuse providers

The Care: a single team, providing integrated care; permanent supportive housing

$302,697

The amount of cost avoidance during the first year of service due to reductions in psychiatric inpatient and psychiatric emergency department use.

After 12 months in the program...

72.9% Of clients made significant progress in their mental health recovery.

61.0% The percentage of decrease in number of days clients spent homeless.

52.7% Of clients showed significant improvements in their physical health.

32.5% Of clients had a significant reduction in alcohol consumption.

In September 2015, the IMHT program was awarded the Quality and Productivity award from the LA County Quality and Productivity Commission.

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Update on ORCHID:
Fifth DHS Launch planned for Nov 2015

On Nov 1, 2015 at 3:00 am, ORCHID will be switched on at 10 new DHS sites:

Olive View Medical Center, Mid-Valley Comprehensive Health Center, San Fernando and Glendale Health Centers, **High Desert Regional Health Center**, Antelope Valley, South Antelope Valley, Lake Los Angeles and Little Rock Health Centers as well as the Vaughn School-based clinic.

- **Key Stats:**
  - 3.302 Million — Unique patients are in ORCHID - **One Unique Patient Identifier**
  - 75% — Of DHS Healthcare Occurs using ORCHID

- The **Patient Wellness Portal** is offered to all active patients at ORCHID live sites
  - Nearly 16,000 patients have requested portal access and 4,100 have logged in to their personal health record
  - **Patients can access** their appointments, current allergies, active medications, immunizations, clinical and lab results, procedures, problem list, & discharge summaries

- **Final DHS Launch:** Rancho Los Amigos is scheduled to Go-Live on March 1, 2016
- **Preparation for launch at DPH clinical sites:** DHS continues to work with DPH preparing for an anticipated launch of ORCHID at DPH clinical sites with a goal of going live by the end of calendar year March 2016.

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![Health Services Los Angeles County logo]

Housing for Health

On July 1, 2015, HFH launched Breaking Barriers, a collaboration with the LA County Probation Department to provide supportive housing to homeless probationers. The program will provide rapid rehousing, case management, and employment services and aims to serve 200-300 probationers over the next two years.

The Kaufman Apartments, a new development by Hollywood Community Housing Corporation, opened July 2015. The building, which is now home to 32 formerly homeless DHS patients, is located in Santa Monica, one block from the new Expo line and five blocks from the Santa Monica Pier. Onsite supportive services are provided by Step Up on Second.
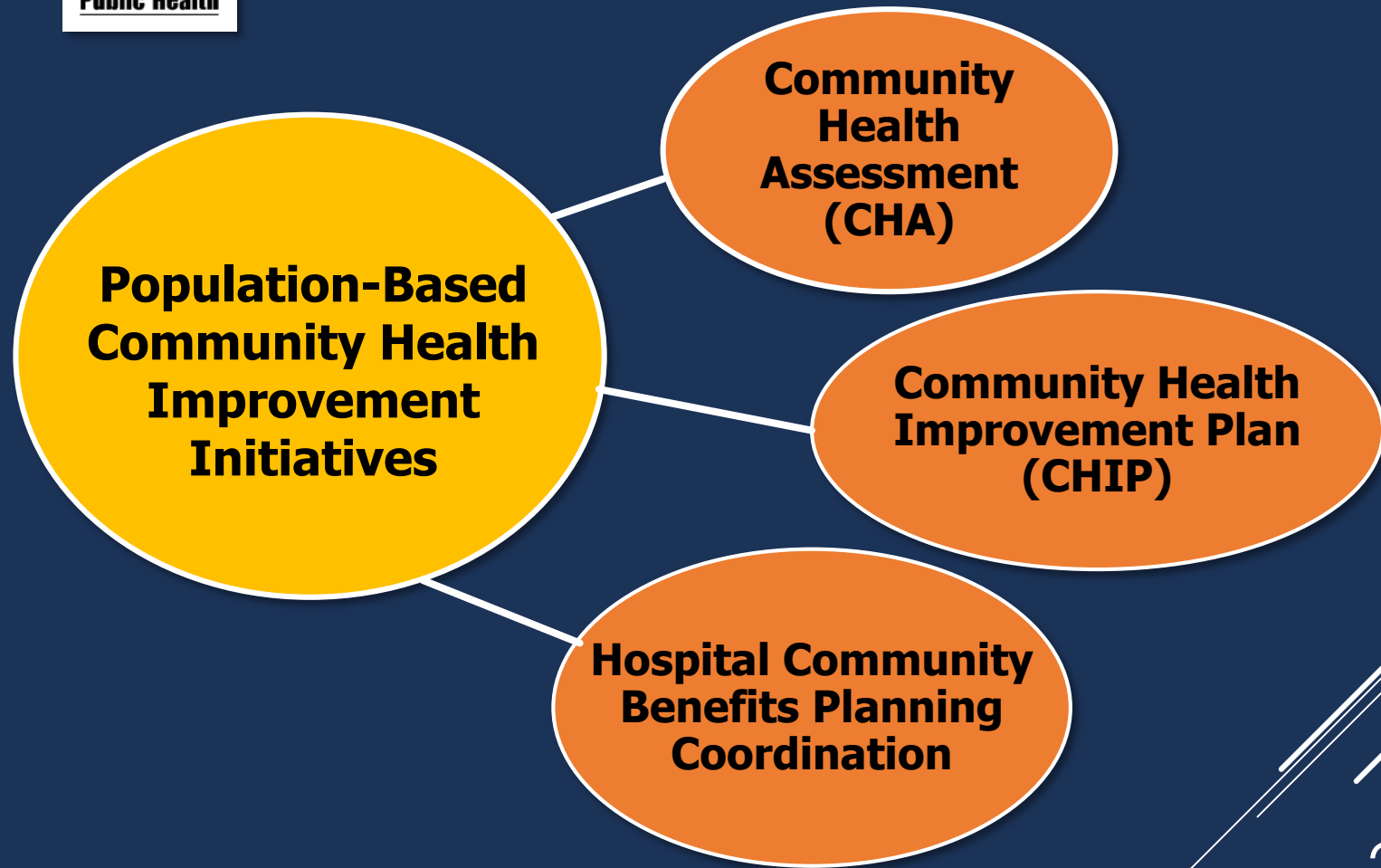

As of August 2015, Housing for Health (HFH) has provided housing to 1035 homeless DHS patients with complex physical and/or behavioral health conditions.

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Population Health Initiatives

Community Health Planning

Population-Based Community Health Improvement Initiatives

- Community Health Assessment (CHA)
- Community Health Improvement Plan (CHIP)
- Hospital Community Benefits Planning Coordination

ACA Funding for LA County Public Health

Drug Medi-Cal Expansion	Maternal, Infant, Early Childhood Home Visitation Program
Epidemiology & Laboratory Capacity	Chronic Disease Prevention Strategy
Public Health Improvement Initiative	Community Transformation Grant

Lots done, Lots more to do, Together!

- Although many of the initiatives for health reform are underway and proving successful…

- There are many more steps to take as we accelerate our transformation